

**SHORT ARM AGENT PROGRAM**  
**MANCHESTER FIRE DEPARTMENT – COMMUNICATIONS DIVISION**  
**2033 SOUTH WILLOW ST – MANCHESTER, NH 03103-3316**  
**603-669-2256 X 3302 – FAX 603-622-2222**

This program was implemented so that those employed in the fire alarm or sprinkler business or who is a representative of a property owner ***and has a working knowledge of the operation of the Fire Alarm System***, may disconnect a fire alarm system from any Master Box in the City of Manchester, NH.

The procedure is as follows:

The company would call our office to request an employee become a Listed Agent. The individual is placed on a list - as class size is limited to 15. The company is notified via fax of the Date, Time and location of the class - and the individuals scheduled to attend. It is required that the individual attending bring a Short Arm to the class so that we may engrave their agent number on the part. This part #23429 may be purchased through Mammoth Fire Alarm @ 800-995-9808 or RB Allen @ 800-427-5748. During the class the individuals will have their photos taken for their identification badge and instructed on disconnect procedures. They are also issued a copy of the Rules and Regulations.

We currently are not charging a fee for this program - although this could change in the future.

For more information about this program please refer to:

- **Rules and Regulations for Master Fire Alarm Box Listed Agents**
- **Listed Agent Application**

## **RULES AND REGULATIONS FOR MASTER FIRE ALARM BOX LISTED AGENTS**

**MANCHESTER FIRE DEPARTMENT – COMMUNICATIONS DIVISION  
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### **DEFINITIONS:**

**LISTED AGENT:** A listed agent is an individual who has applied for and received training as a Master Fire Alarm Box Listed Agent in the City of Manchester, NH.

**WHO MAY APPLY:** Any individual who is employed in the fire alarm or sprinkler business or who is a representative of a property owner *and has a working knowledge of the operation of the Fire Alarm System*, may apply to be a listed agent.

**TYPES OF LISTING:** There are two categories of listed agent; a.) **CITYWIDE** and b.) **PROPERTY**.

**DEFINITION OF LISTINGS:** A CITYWIDE listed agent may disconnect a fire alarm system from any Master Box in the City of Manchester, NH for which the agent is legally responsible. A PROPERTY listed agent may disconnect a fire alarm system from a specific Master Box or Boxes in the City of Manchester, NH for which the agent is legitimate maintenance or installation activities. Listed agents shall NOT disconnect any fire alarm system for any purpose other than system installation or maintenance.

**DURATION OF LISTING:** A listing shall remain in effect until the individual no longer meets the requirements for a listing OR has violated the requirements of the Manchester Fire Department for Master Fire Alarm Box Listed Agents. Listed agents who change employment must reapply for a new listing (this does not require additional classroom instruction, but does involve completion of a new application).

**DISCLAIMER:** The Manchester Fire Department by virtue of listing agents does not guarantee, warrant, qualify, approve or certify any individual or company or their performance. The training provided and the Rules and Regulations which govern the listed agent program are intended to set minimum standards and procedures for listed agents. It is the responsibility of the listed agent and the property owner to assure that the fire alarm system and the master box is restored to a normal operating condition after each disconnection.

### **DISCONNECTION PROCEDURES**

All Listed Agents shall abide by the following procedures when disconnecting a fire alarm system from a master box:

1. Call the Manchester Fire Department (Dispatch Center) before any disconnection activity is performed.
2. Give the Fire Alarm Operator your name and Listed Agent ID. Describe the type of activity requiring the disconnection.
3. After receiving authority from the Fire Alarm Operator take the following steps:

**WIRE MASTER BOX:** Open the red outer door and the white inner door of the master box. Carefully remove the long arm from the mechanism. Replace the long arm with the short arm. Place the long arm on top of the white inner case. Close the white inner door and the red outer door of the master box.

**RADIO MASTER BOX:** Move the Master Box disconnect switch or switches into the disconnect position and silence the interface trouble signal.

Proceed with the system maintenance activity.

4. When the maintenance activity has been completed take the following steps:

**WIRE MASTER BOX:** Open the red outer door and the white inner door of the master box. Carefully remove the short arm from the mechanism and replace it with the long arm. Check to see that the metal portion of the long arm is UNDER the black trip mechanism and that the trip arm reads SET. Check to see that the master box is fully wound. Close the white door and make certain that no keys, short arms or other objects are in contact with the wiring or the bell-shortening bar in the box. Close the red outer door.

**RADIO MASTER BOX:** Move the Master Box disconnect switch to the normal position and move the trouble silence switch to the normal position.

5. Check the status of the fire alarm system before leaving the property. If any yellow or red indicators are lit or if a trouble signal is sounding you must check the system and clear it.
6. If at any time while you are in a Wire Master Box and the box bell tapper sounds you shall stop all activity and wait for the bell to stop tapping. If you inadvertently trip the Master Box, allow the box to complete all four rounds and then send a manual signal of 2 2 2 2. After sending the four rounds of two, **IMMEDIATELY** call the Manchester Fire Department to verify the accidental trip with the Fire Alarm Operator and rewind the box.
7. Listed Agents shall NOT, under any circumstances, jump out or disconnect any wiring inside the Master Box.
8. Listed Agents will be issued a set of Master Box keys. The keys will remain the property of the Manchester Fire Department and MUST be returned in the event of termination of Listed Agent status or whenever required by the Manchester Fire Department. Lost keys will be subject to a \$75.00 fee for replacement whether an individual continues as a Listed Agent or not.
9. Listed Agents shall be responsible to provide their own Gamewell Master Box short arm. (Gamewell Part No. 23429) The listed agent shall present the short arm to the MFD Communications Division for engraving of his ID number.
10. All questions regarding this program shall be directed to the Fire Communications Superintendent, the Senior Fire Alarm Technician or a Fire Alarm Technician of the Manchester Fire Department.

“I understand that during the time period that the Master Box is disconnected it is incapable of automatically transmitting a fire alarm to the Manchester Fire Department and that I shall be responsible to notify the Manchester Fire Department of any valid alarm of fire in the property which is disconnected.”

“I understand that I shall not leave the property while the Master Box is disconnected. If for some reason I cannot reconnect the Master Box and clear the Fire Alarm system control panel I shall not leave the property until the problem is cleared. If the problem cannot be cleared I shall not leave the property until both the Property owner and the Manchester Fire Department have been notified and the details of the problem have been discussed with the District Chief on duty.”

“I understand and will abide by all Rules and Regulations of the Manchester Fire Department regarding the Master Fire Alarm Box Listed Agent Program. I will not divulge my Listed Agent ID to any other individual nor allow any other individual to act in my place as a Listed Agent.”

**VIOLATIONS OF THESE RULES AND REGULATIONS WILL RESULT IN LOSS OF LISTED AGENT  
STATUS**

**SHORT ARM AGENT APPLICATION INSTRUCTIONS:**  
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**CITYWIDE AGENT** – one who works for a Fire Alarm or Sprinkler Company and may disconnect a fire alarm system from any Master Box in the City of Manchester, NH for which the agent is legally responsible.

**PROPERTY AGENT** – one who is a representative of a property owner and may disconnect a fire alarm system from a specific Master Box or Boxes in the City of Manchester, NH for which the agent is legitimate maintenance or installation activities.

- **Complete the section for which category applies to you (Citywide or Property)**
- **Property agents must list those boxes which they will be responsible for**
- **All applicants must provide a home telephone number**
- **Sign and Date**